



TERMS AND CONDITIONS 2021

NEW 2021: MORE FLEXIBILITY ON OUR TERMS AND CONDITIONS

1/RESERVATIONS AND PAYMENT

Reservations can be made, by telephone, in writing, or via the internet on the site www.beaucamping.com. Each reservation must be accompanied by a payment including :

- The deposit corresponding to: 30 % of the total price of your stay and any additional services.
- 100% of the price of the holiday Cancellation/Interruption insurance policy if you have opted to subscribe for it.

-THE BALANCE OF YOUR STAY IN A CHALET OR ON A PITCH is due 30 days before your date of arrival. No refunds will be granted in the event of late arrival or early departure. All reservations are personal and nominative and must be made by an adult over 18 years old, and a participant in the stay. It is forbidden to sub-let or pass on the booking to a third party. The chalet reservations will become valid only after the campsite receives the cleared payment of the deposit of 30% of the total amount of the stay and upon receipt of a duly completed rental contract or after the acceptance of the Terms and Conditions if the booking is made online.

NEW 2021 : 2/ SPECIAL CANCELLATION COVID-19 :

- If you or one of your companions is declared positive at covid-19 between D-15 and the day of your planned arrival date, you will benefit from a postponement of your stay for 18 months or a full refund of the sums paid.
- If you or one of your accompanying persons is declared a "contact case" between D-15 and the date of your planned arrival, you will benefit from a postponement of your stay within 18 months or a full refund of the sums paid.
- If your main place of residence is located in a confinement zone on the dates of your stay, or if the borders are closed and you can no longer circulate freely to go to the campsite Beau Rivage Navarrenx, you will automatically benefit from a postponement of your stay for up to 18 months at no charge.

3/ OTHERS CANCELLATIONS / INTERRUPTIONS OF STAY (without a cancellation insurance policy) :

It is reminded that in application of the provisions of the article L221-28 and following the Consumer's Code (Code de la Consommation), none of the services offered by Camping BEAU RIVAGE Navarrenx are subject to the right of withdrawal. Consequently, any cancellation issued by the client after booking and before departure will result in the following :

-In case of cancellations more than 30 days before the date of arrival : The deposit of 30% will be forfeited.

-In case of cancellations less than 30 days before the date of arrival or during the stay : The obligation for the client to pay for the total cost of the stay remains.

Upon reservation, it is possible to subscribe to, as an optional extra, a cancellation insurance policy CAMPEZ COUVERT WITH COVID-19 COVER (cover the customer in addition of illness: repatriation, Housekeeper etc... cf. General Terms and Conditions available in www.beaucamping.com) for a cost of 3% of the stay. All cancellations must be made in writing, addressed to the Campsite and sent by a recorded method with signature on delivery. The date of cancellation is from the date the letter is received, as per the signature on delivery. In all cases of cancellation, the fee of the optional cancellation insurance taken out at the time of your reservation will not be re-funded. In the event of cancellation on the part of Camping BEAU RIVAGE Navarrenx, the client will receive a full re-imbusement of all the sums paid. However following this cancellation, the campsite cannot be held liable for any further damages or interest incurred.

4/LOCAL TOURIST TAXES :

The local tourist tax is fixed by the local authority (Communauté des Communes du Béarn des Gaves) and collected by the camping, on behalf of the local authority. It is not included in the campsite tariffs and is applicable to each person over 18 years old and is charged per day, from 1st January until 31 December.

5/SECURITY DEPOSIT :

The equipment supplied in the rental accommodation is subject to an inventory check. It is the responsibility of the customer to check the contents against the inventory upon their arrival and to inform the Reception before noon the following day of any missing or damaged items. **A security deposit of a total of 250 € (including 70 € for unsatisfactory cleaning and 20 € for the loss of either the entrance gate badge or the chalet key) will be requested upon your arrival for each rental property.** The security deposit is not banked and will be returned once the property and its contents have been checked at the end of the stay, minus any deductions for damage caused or missing items. **The cleaning of the rental property is the responsibility of the client** or the cleaning can be done by the campsite for 70 €. At the end of the stay, the property will be inspected, and must be left in state of perfect cleanliness, both inside the property and the areas immediately outside, if the cleaning option is not selected. Failure to do so will result in a fee of 70€.

6/CAPACITY OF THE RENTAL PROPERTIES :

The maximum number of people permitted in each rental property must be respected, regardless of the age of the children. Each supplementary person must be declared on arrival, and their presence will lead to a corresponding charge. We do not accept children (under the age of 18 years old) if they are not accompanied by their parents. Day visitors will have to pay the appropriate visitors charge.

7/DESCRIPTION OF THE RENTAL PROPERTIES :

The plans and photos of the accommodation are given for illustrative purposes only. The layout and features of each room may vary from one model to another. Please refer to the descriptions of the chalets on the website www.beaucamping.com.

8/ARRIVALS AND DEPARTURES :

The campsite barrier is open from 07.30 am until 22.00 pm.

The reception is open to welcome you :

In the summer from 9.00 am until 12.00 pm and from 3.00 pm until 7.00 pm.

Other times of the year the reception is open Monday until Saturday from 9.00 am until 12.00 pm and from 3.00 pm until 6.00 pm (closed Wednesday afternoons and Sundays).

Each client must report to the reception upon arrival.

In case of arrivals after 7.00 pm, please contact the campsite in advance.

The rental properties are available from 4.00 pm the day of your arrival until 10.00 am the day of your departure.

The pitches are available from 12.00 pm the day of your arrival until 12.00 pm the day of your departure.

Each rental property contains cooking utensils, crockery, pillows and blankets, but does not contain bed sheets, or towels (sheets can be ordered as a supplementary extra). The inventory is in the chalet. The customer is responsible for checking the inventory and to inform the campsite of any damages occurred, on the day of the occurrence. Any dis-satisfaction with the cleanliness of the property must be reported upon arrival and before the customer moves their personal belongings into the property. Complaints will not be admissible if you have moved into the property. Any dis-satisfaction of the general state of the property must be notified no later than 24 hours after your arrival, in order to allow the complaint to be remedied. Complaints made more than 24 hours after arrival will be inadmissible. All campers are required to comply with the Campsite Rules, as displayed at Reception, and are responsible for any disturbances caused by people staying with them. Failure to follow the Campsite Rules may result in expulsion off the Campsite.

9/PETS :

Pets (supplement applies) are only allowed if they are supervised and kept on a lead permanently while on the campsite. They must go to the toilet off the campsite. Dogs of 1st and 2nd category are forbidden. The dog's passport, showing the vaccination and identity number must be presented upon arrival. Pets are accepted, but within the limit of two animals per pitch/rental accommodation.

10/MODIFICATION OF YOUR RESERVATION :

The client can request a change to their stay (dates and/or type of accommodation) in writing (letter or e-mail) subject to availability. No postponement will be accepted for the following season. If there is not a change made, the client's stay must be carried out as per the initial booking conditions or cancelled in accordance to the conditions of the Cancellation Insurance if the stay is covered by a policy. If the stay is not covered by insurance, it will be subject to the Terms of Cancellation/ Interruption of stay (paragraph 2). Any request to prolong the duration of your stay will be subject to availability and will incur an increase in accordance with the relevant tariffs. Any request to reduce the length of your stay is considered a partial cancellation and will be subject to the Terms of Cancellation/Interruption (paragraph 2). Consequently, any stay interrupted, or shortened on your part (by late arrival, or early departure) will not result in a refund.

11/CANCELLATION INSURANCE :

Camping BEAU RIVAGE Navarrenx offers, a Cancellation/Interruption insurance policy as an optional extra, within your Rental Accommodation Contract. Our partner, Gritchen Tolède & Associés provides a policy to refund all or part of your holidays. If the claim is covered in the General Terms and Conditions of Gritchen Tolède & Associés (available on the website www.beaucamping.com), advise the Insurance provider within 48h and provide all the information necessary along with supporting documents. The subscription of this offer is only available at the time of reservation and must be paid in full immediately (3% of the amount of the stay).

12/LIABILITY :

Camping BEAU RIVAGE Navarrenx cannot be held liable, of communication by it's partners or by any third party, of photos of which they have declared to have the rights, of false, misleading or erroneous information, which would be mentioned on the brochures or on partners websites, such as photos of the appearance, the descriptions, and information regarding activities, facilities, the services available and the dates of operation. Camping BEAU RIVAGE Navarrenx shall not be liable and in no way be held responsible for cases of theft, loss, fire, bad weather, damage of any kind whatsoever, during or following a stay, or broken or inoperative technical equipment. Similarly, the campsite will not be held responsible for injuries, illness etc of the client, through sporting activities or otherwise. The management is responsible only for objects left at Reception. No refund is possible if the swimming pool is closed for reasons beyond control (bad weather, water quality, etc...).

13/LITIGATION :

If despite all our efforts to satisfy you, you have any complaints we request you immediately inform the on-site manager at Reception, who will endeavour to give you a response. If necessary, do not hesitate to send us your complaint in writing, by registered post with recorded delivery, within 4 weeks following the end of your stay. We will process your request as soon as possible. In the event of a litigation and after we have been informed of your complaint, every client of the campsite has the possibility of using a mediator within a maximum of 1 year from the date of the reception of the written complaint, by registered letter with an acknowledgement of receipt, to Camping BEAU RIVAGE Navarrenx. The contact details of a potential mediator are as follows: MEDICYS *Referral via the website by completing a form provided for this purpose : www.medicys.fr *Referral by e-mail : contact@medicys.fr *Referral by letter : 73 boulevard de Clichy 75009 PARIS -Telephone : 0033 1 49 70 15 93.

14/IMAGES :

By accepting these Terms and Conditions 2020, the customer expressly authorises, and free of charge, Camping BEAU RIVAGE Navarrenx to photograph the campsite or film it during their stay and to use all mediums of photos, videos or recordings, and for a duration of 5 years. This authorisation also applies to all people accommodated by or visiting the customer. The purpose of the media is to promote, nationally and internationally, Camping BEAU RIVAGE Navarrenx on its website, brochures, Facebook, Instagram, sales presentations or in tourist guides.

15/DATA PROTECTION :

In accordance with the regulations on the protection of personal data and the recommended good practices, the information that you have consented to provide us with, at the time of making your booking, was necessary to do so. The information is kept by Camping BEAU RIVAGE Navarrenx and are in no way transmitted to a third party. This information is considered confidential. The data is accessible and used by ourselves in order to process your order, to send you information and offers reserved for our clients, to strengthen and personalise what communication you receive, and in accordance with your interests. They are kept for a maximum of 3 years. In accordance with the regulations in force, you can exercise the following rights : right of access, right of rectification, right of erasure, right to oppose or limit the processing of the data, unless without such data is impossible to correctly execute a contract, right to transfer, when the processing is based on consent, right to withdraw your consent at any time, right to lodge a complaint with the CNIL-COMMISSION NATIONALE DE L'INFORMATIQUE ET DES LIBERTES (*the role of CNIL is to protect the consumer against any misuse of personal data*). To exercise these rights you must address your request, specifying your identity and the subject of your request, in writing by post to Camping BEAU RIVAGE Navarrenx 7 Allée des Marronniers 64190 Navarrenx.